In-Home Supports Assurance System (ISAS)
Independent Provider FAQs

General Information Questions

What is ISAS?
The In-home Supports Assurance System (ISAS) is an integrated voice-response phone-based billing system that personal care providers will use to log their time. The ISAS will generate claims based on services provided.

What is the purpose of ISAS?
The purpose of ISAS is to make billing faster and easier for the provider and to ensure that services are being provided in the approved location. ISAS also offers a web-based database to view claims.

How does it work?
With ISAS, personal care providers establish accounts that include a voice print to identify themselves. When services are provided, they call in to the system to clock in and clock out. The ISAS matches a provider's voice print and verifies participant eligibility. Claims are generated based on the ISAS record and processed at the end of each week.

How do providers log their time?
Providers must call a toll-free number at the start and end of the service they are providing, i.e ., when they arrive at the participants' homes and just before they leave. If the participant has a landline phone, then you will use the participant's phone to make the calls. The landline phone identifies the participant in ISAS. If the participant does not have a landline phone, then providers will use their own cell phone, or any other available phone, to make the calls. In that case, they will need to enter a password from a One-Time Password (OTP) device assigned to the participant.

What is a One Time Password (OTP) device?
An OTP is a keychain sized device that displays an electronic password. It will be assigned to participants and expected to stay in their possession at all times. The front of the device contains a display of a randomly generated number. This number changes every minute and can be traced back to a specific time and participant to whom it assigned. It is used to confirm that providers are with the participants when they call ISAS to clock in and clock out.

Q: What happens if a provider is having trouble entering information into the phone system?
A: Providers are allowed three attempts to successfully enter each piece of information requested by the phone system when logging their time. In the event that providers are unsuccessful in entering the information, they will automatically be transferred to help desk personnel. The help desk personnel will gather the required information and complete the transaction on providers' behalf. Outside of help desk hours a voice mail is available.

For any questions, please contact John Wilson at 410-767-1719 or john.wilson@maryland.gov.